

### REMARKS

The Examiner has rejected claims 24-26 under 35 U.S.C. §102(b) as being anticipated by U.S. Published Patent Application No. 2001/0053688 by Rignell et al., (hereinafter "Rignell"). Although the Applicant does not believe the claims are anticipated, they have, nevertheless, amended claim 24 in a manner that the Applicants believe clearly overcomes the subject rejection based upon this cited art.

In particular, Rignell does not disclose, teach or suggest that the device profile data includes identifying information for enabling the customer care application to match the device profile data to a customer profile, including a profile history. The only information retrieved or processed by the remote support location 202 would appear to be the support information in the support message (para. [0077] in Rignell). There is no evidence that Rignell matches this support information to a customer profile.

By contrast, as taught in the present application, the analytics engine "determines if there is an update 340A or solution corresponding to the customer's profile history and device profile, and if so, what is the optimal update or solution" (see para. [0087] of the application). Matching with the customer profile (and profile history) may be advantageous for many reasons. As an example, the history may suggest recurrent problems experienced by a particular user, or in a particular pattern of use.

The Examiner has also rejected claims 1-8, 10-20, 22 and 23 as unpatentable over Rignell in view of Marran (US 6,549,770). Again, although the Applicants believe the claims are allowable, for ease of prosecution, they have amended claims 1 and 14 to even more clearly distinguish the present invention from the cited prior art, either individually or in any combination.

With respect to the prior art, neither Rignell nor Marran disclose, teach or suggest matching the device profile data to a customer profile, the customer profile including a profile history. As noted in the reasoning above, Rignell does not refer to any historical information or retained customer profile. The only information appears to be that retrieved from the device, in the form of the support information. Marran indicates that the "expert system retrieves only the necessary data needed to initiate a data communication session with the individual mobile digital device". Marran does not refer to a customer profile or a profile history.

The Examiner has also rejected claim 9 as unpatentable over Rignell in view of Marran, and further in view of Homuth (US 2003/0195753). Claim 9 depends from claim 1, presently amended. Homuth pertains to the order of call handling in a customer service call center and also does not teach or suggest matching device profile data to a customer profile.

The Examiner has also rejected claim 21 as unpatentable over Rignell in view of Marran, and further in view of Eriksson (US 2002/0178241). Claim 21 depends from claim 14, presently amended. Eriksson pertains to a dynamic management system for storing device setting and configuration information and also does not teach or suggest matching device profile data to a customer profile.

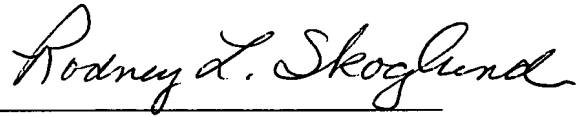
The Examiner has also rejected claims 27, 28 and 29 as unpatentable over Rignell in view of Marran, and further in view of Shenfield (US 2004/0215830). These claims depend from claims 1, 14 and 24, respectfully, which are presently amended. Shenfield pertains to compressing software applications using tags and also does not teach or suggest matching device profile data to a customer profile. Thus, none of the prior art references teach or suggest matching device profile data to a customer profile.

In view of the foregoing amendments and arguments presented herein, the Applicants believe that they have properly set forth the invention and accordingly, respectfully request that the Examiner reconsider and withdraw the rejections provided in the last Office Action. A formal Notice of Allowance of claims 1-29 is earnestly solicited. Should the Examiner care to discuss any of the foregoing in greater detail, the undersigned attorney would welcome a telephone call.

In the event that a fee required for the filing of this document is missing or insufficient, the undersigned attorney hereby authorizes the Commissioner to charge payment of any fees associated with this communication or to credit any overpayment to Deposit Account No. 18-0987. If a withdrawal is required from the Deposit Account, the undersigned Attorney respectfully requests that the Commissioner of Patents and Trademarks cite Attorney Docket Number DWW.P.US0003 for billing purposes.

A three-month extension of time request and the requisite fee therefor accompanies this response.

Respectfully submitted,

A handwritten signature in cursive script, reading "Rodney L. Skoglund". The signature is written in dark ink and is positioned above a horizontal line.

Rodney L. Skoglund, Reg. No. 36,010  
Renner, Kenner, Greive, Bobak, Taylor & Weber  
First National Tower -- Fourth Floor  
Akron, Ohio 44308-1456  
Telephone: (330) 376-1242  
Facsimile: (330) 376-9646

Attorneys for Applicants

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